



Customer Satisfaction Survey Results

Recycling and Refuse Collection Services

Summer, 2008



Customer Satisfaction Recycling and Refuse Collection Services

1. Methodology
2. Report highlights
3. Specific findings per service
4. How are we going to improve?

DIVISION OF SOLID WASTE SERVICES



- **Mission:** Provide world-class solid waste management for the people living and working in Montgomery County, in an environmentally progressive and economically sound manner, striving to recycle 50% of our waste.
- **Vision:** We aspire to provide the best solid waste services in the nation, meeting the needs of our diverse community.



Performance Measures

Continuous Improvement

Recycling

- Overall recycling rate
- Residential (SF-MF) recycling rate
- Commercial recycling rate
- Number of site visits to business

Environment

- Landfill space saved
- NOx and VOC produced/per ton of MSW managed
- Greenhouse gasses per ton of MSW managed
- DSWS compliance with all local, state and federal environmental regulations

Customer Service

- % Missed collections
- % Households participating in HW program
- Awards received in the last five years
- Customer satisfaction

Financial

- Full cost accounting fully supported by user fees
- Solid waste system bonds rating
- Single-family solid waste charges
- Revenue: unit prices received for the products sold (MRF, RRF, and compost)



Objectives – Focus on Collections

- **Satisfaction**
- **Awareness**
- **Knowledge**
- **Participation**



**Adjust or expand
programs/services**

Continuous Improvement



Services in Subdistricts A and B

Subdistrict	A	B
Paper and Commingled	✓	✓
Yard Trim	✓	✓
Scrap Metal (On-call Service)	✓	✓
Refuse	✓	
Bulk Waste (On-call Service)	✓	
Number of Single Family Homes	90,270	119,270



Survey Design

- Telephone survey
- Single-family residents
- Data statistically reliable

Margin of error: $\pm 3.8\%$

Confidence level: 95 %

Subdistrict A = 350

Subdistrict B = 350

Total = 700



2. Report Highlights



Report Highlights

Customer Satisfaction

- Residents are highly satisfied with curbside recycling and refuse collection services.
- Residents have some issues with the service:
 - Container placement
 - Area cleanliness after collection
 - Tagging (non or incomplete)



Report Highlights

Awareness

- Residents are aware of the guidelines for commingled materials, paper and yard trim.
- Residents need clarification about some guidelines of the refuse collection service.
- Residents are confused and somewhat unaware of the bulk and scrap metal collection services ("special services").



Report Highlights

Participation

- Overall residents “think” they are recycling at a high level.

(However, we know from other studies that 42% (52,000 TPY) of residential mixed paper is going in the trash).

- 42% of residents have used the bulk trash service.
- 18% of residents have used the scrap metal collection services.



Report Highlights

In Subdistrict A, where DSWS provides both trash and recycling collection, residents are more satisfied with and educated about the services.



3. Specific Findings per Service

3.1 Curbside Recycling Collection

3.2 Curbside Refuse Collection

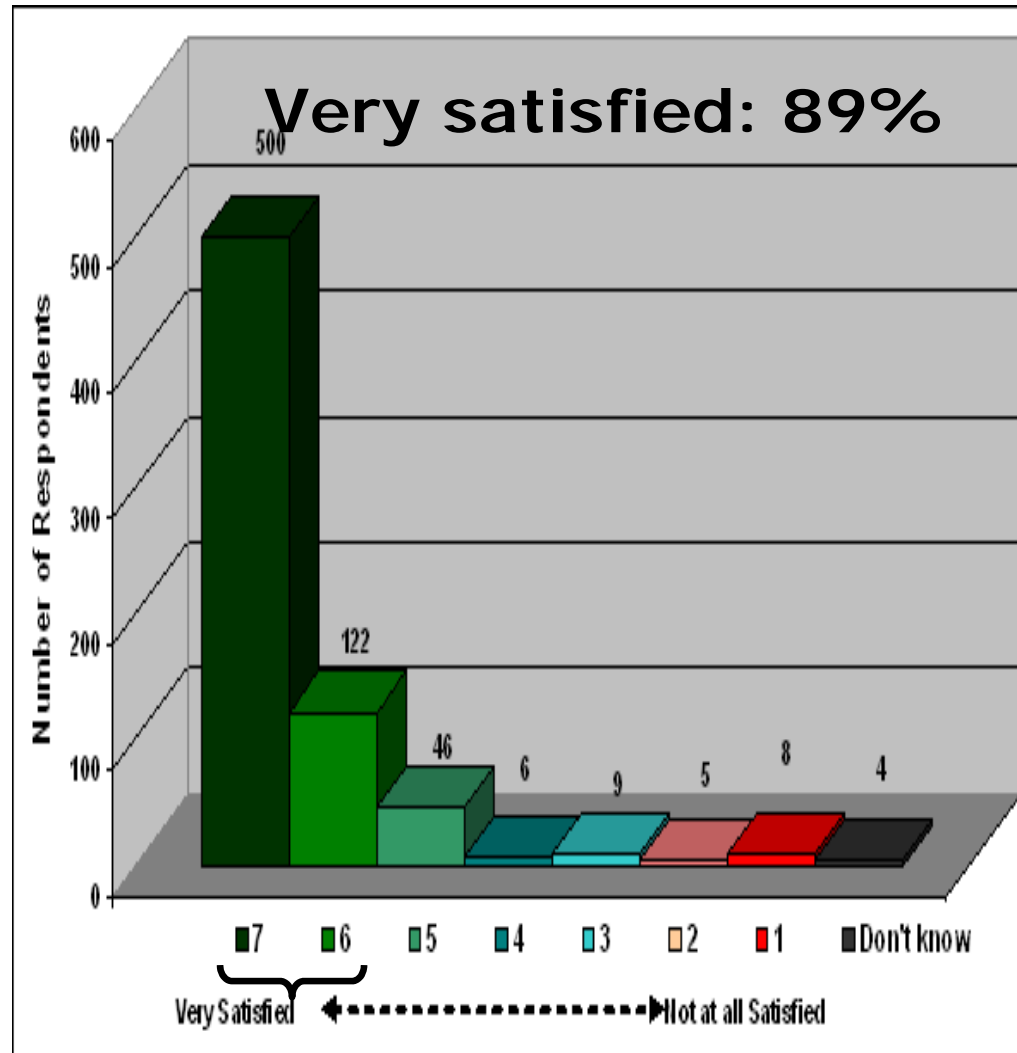


3.1 Curbside Recycling Services

Subdistricts A and B



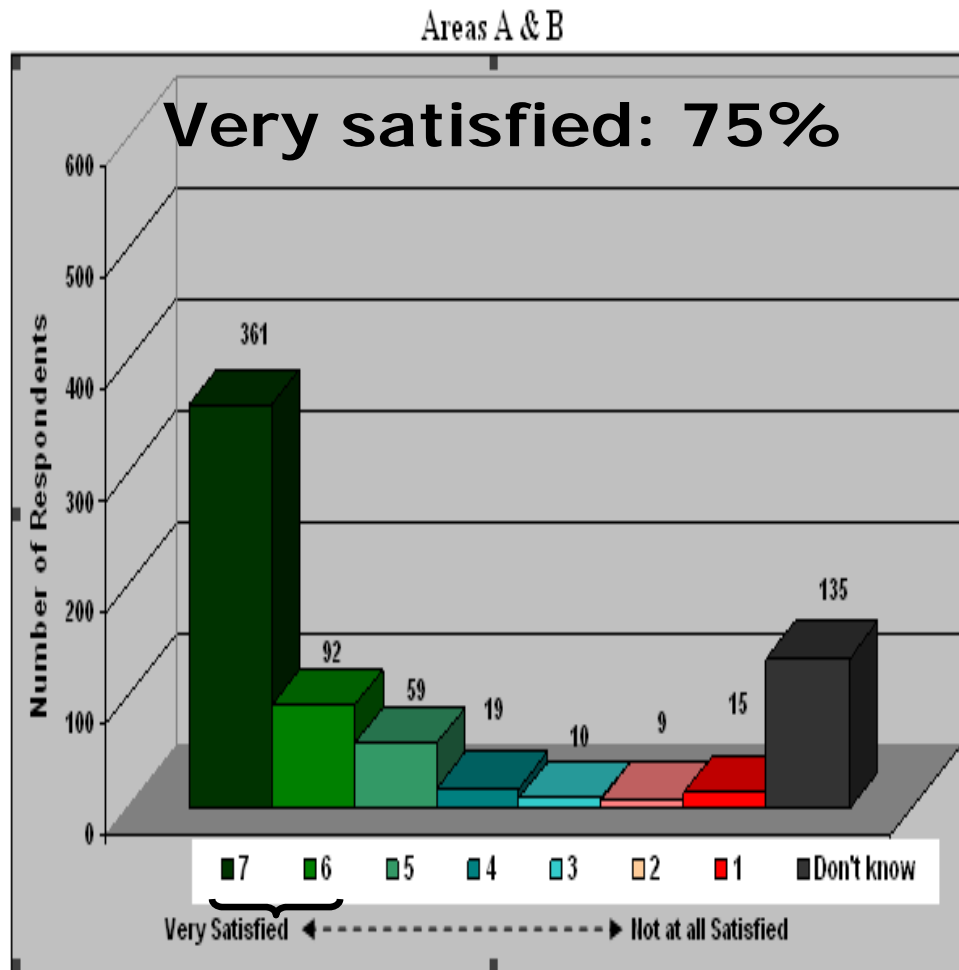
Level of Satisfaction: Weekly Collection of Paper and Commingled



Residents in Subdistrict A are slightly more satisfied (91%) than Subdistrict B (87%)



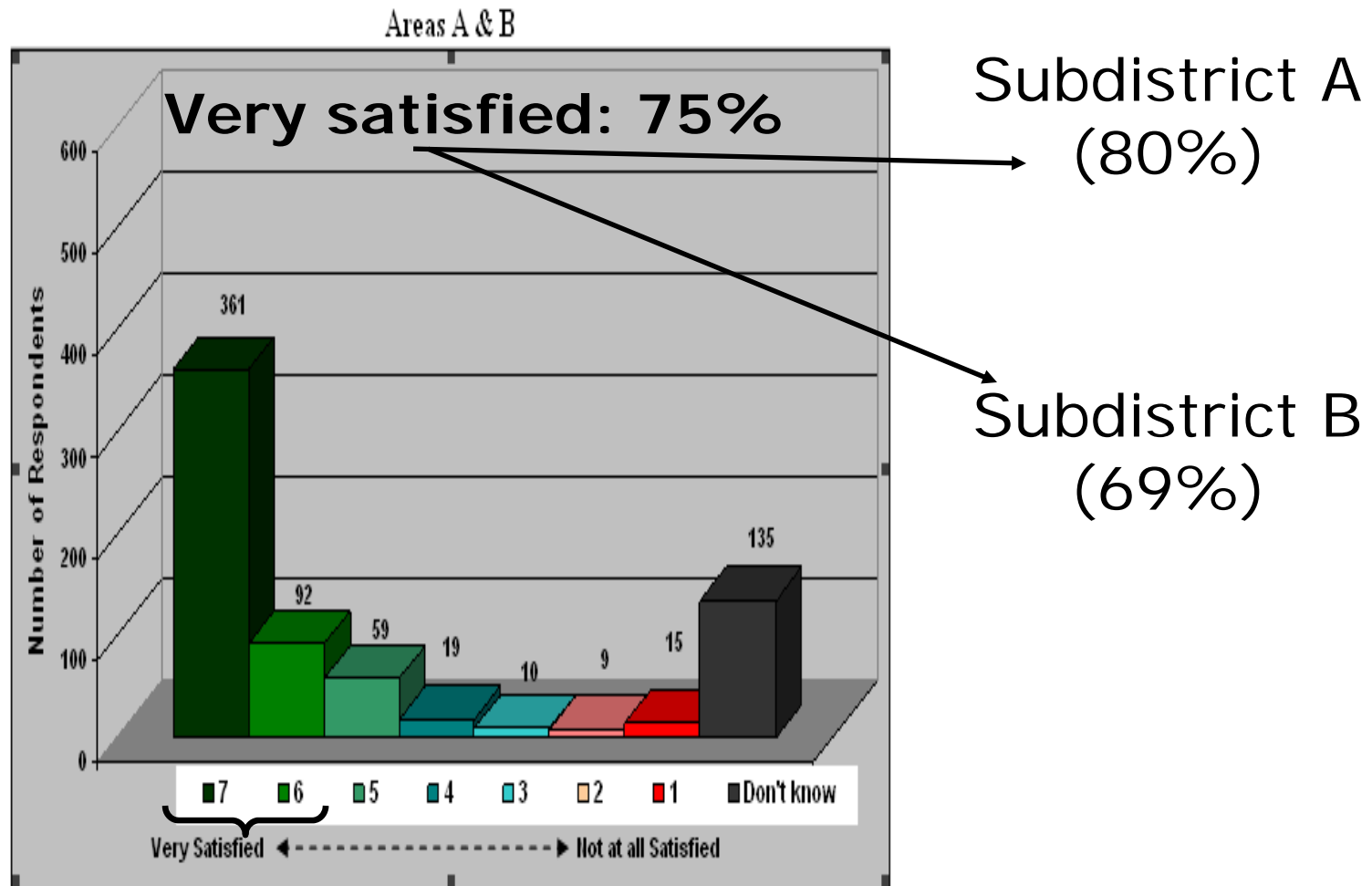
Level of Satisfaction: Weekly Collection of Yard Trim



Areas A & B: N=700



Level of Satisfaction: Weekly Collection of Yard Trim



Areas A & B: N=700

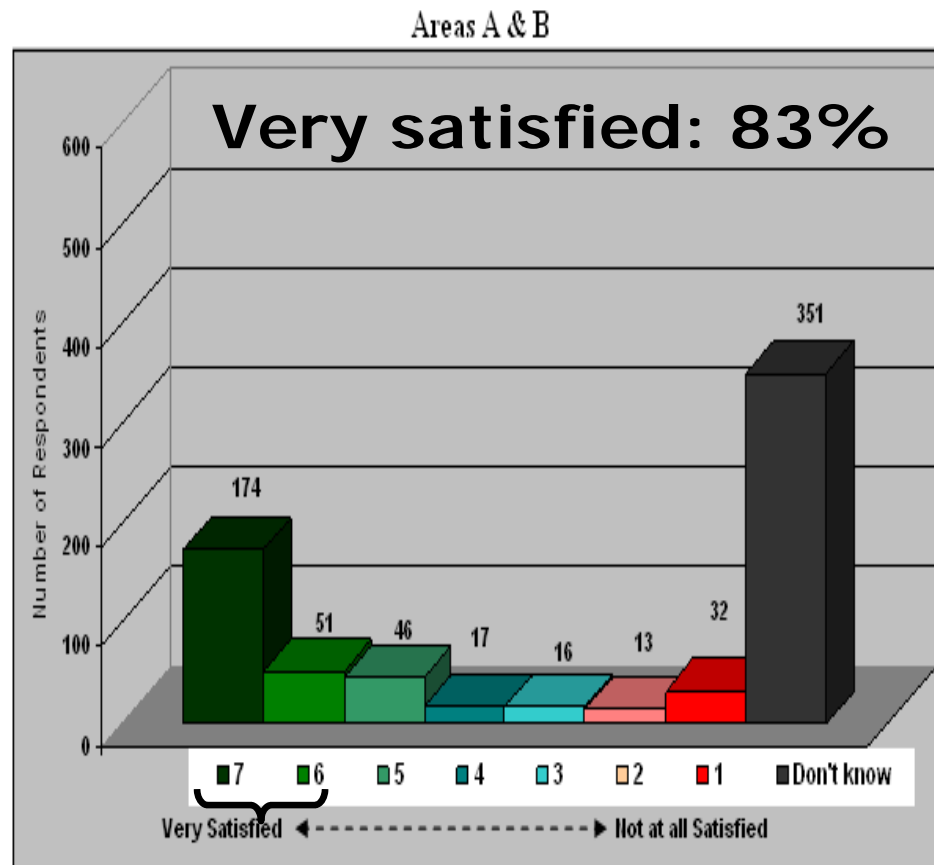
Level of Satisfaction: Weekly Collection of Yard Trim



In Subdistrict A, where DSWS provides both refuse and recycling collection, residents are more satisfied with the Yard Trim collection service.



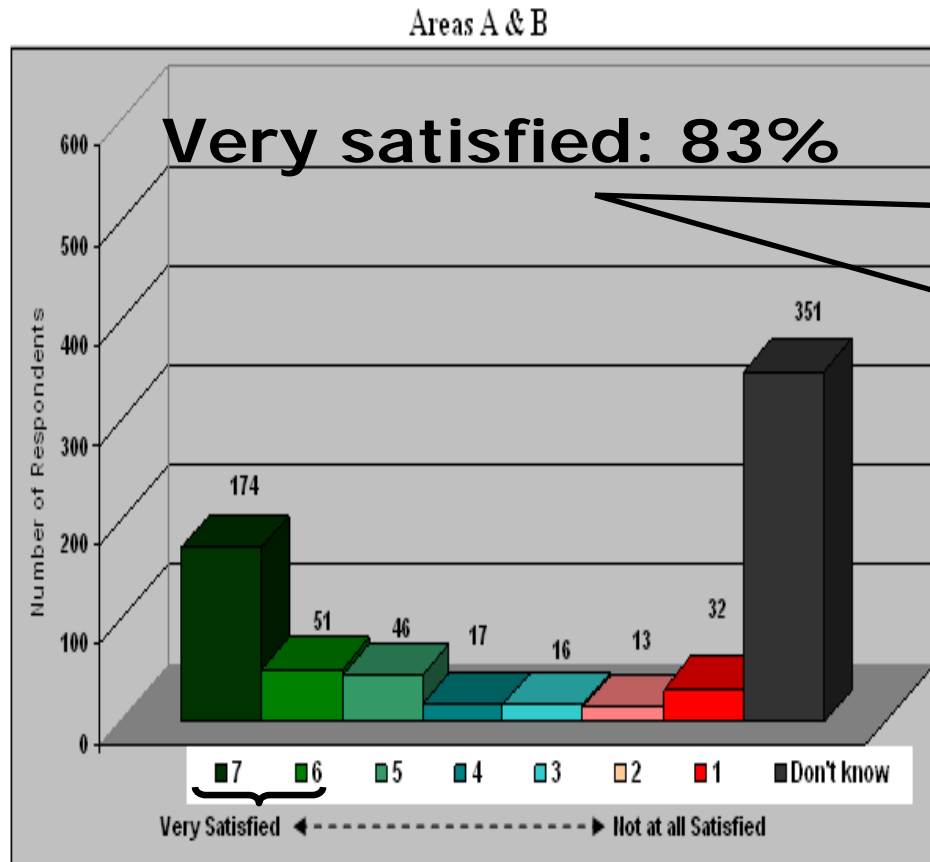
Level of Satisfaction: Scheduled Collection of **Scrap Metal**



Areas A & B: N=700



Level of Satisfaction: Scheduled Collection of **Scrap Metal**



Subdistrict A
(91%)

Subdistrict B
(74%)

Areas A & B: N=700



Awareness of Service: Scheduled Collection of **Scrap Metal**

- Aware that County provides collection service: 39% of residents.
- Of those who knew:
 - 46% have actually used the service
 - 9% knew the composition rule (51% metal)



Level of Satisfaction: Scheduled Collection of **Scrap Metal**

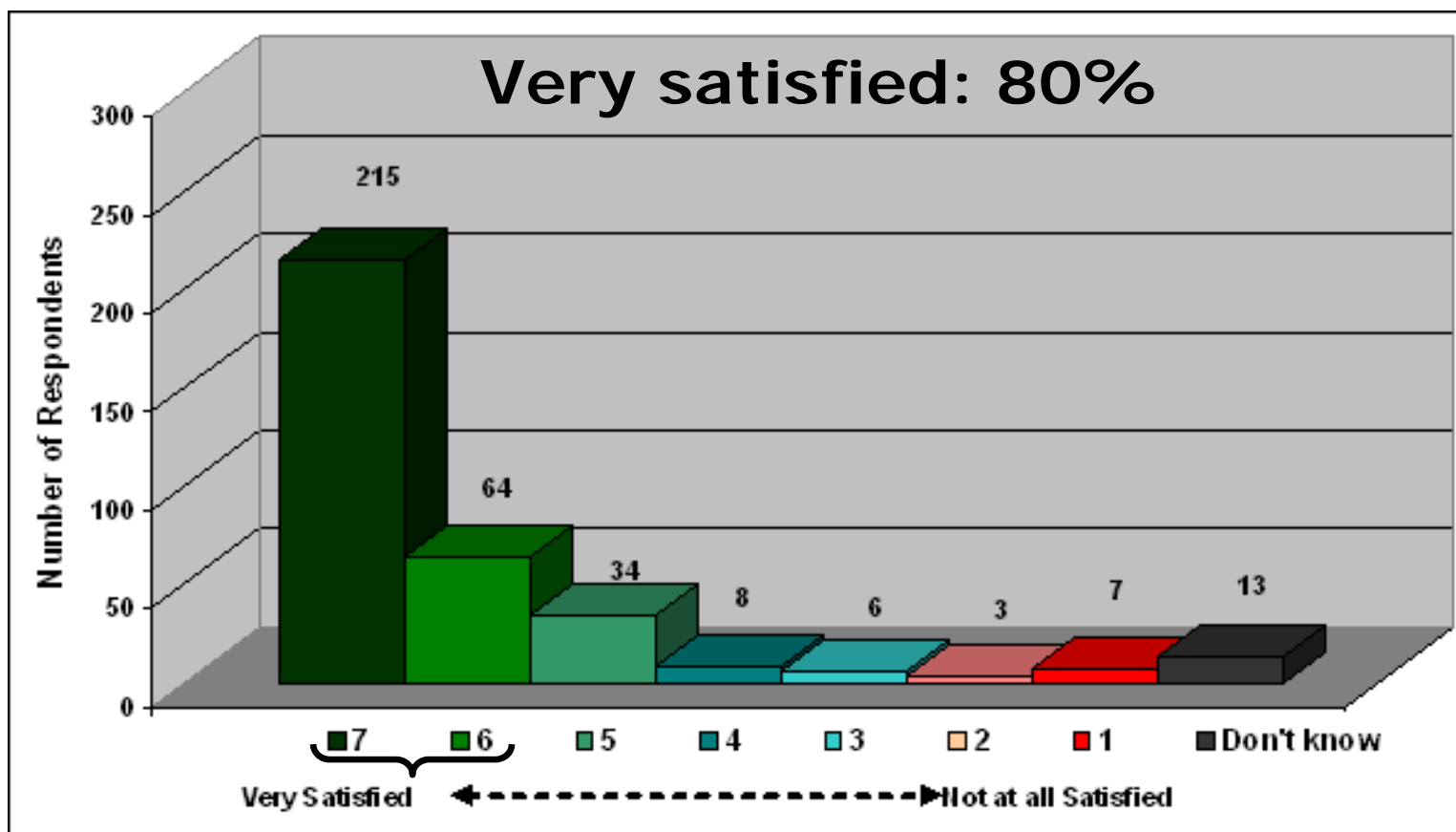
In Subdistrict A, where DSWS provides both refuse and recycling collection, residents are more satisfied with and educated about the scrap metal collection.



3.2 Curbside Refuse Collection

Subdistrict A

Level of Satisfaction: Curbside Refuse Collection- Overall



Level of Satisfaction: Curbside **Refuse** Collection



○ **With contractors:**

- Operation of collection vehicles (75%)
- "Courtesy" of crews (68%)

Level of Satisfaction: Curbside **Refuse** Collection



○ Where contractors can improve:

- Area cleanliness post collection (38%)
- How trash cans are returned post collection (43%)
- Tagging (62%)

Level of Satisfaction: Curbside **Refuse** Collection



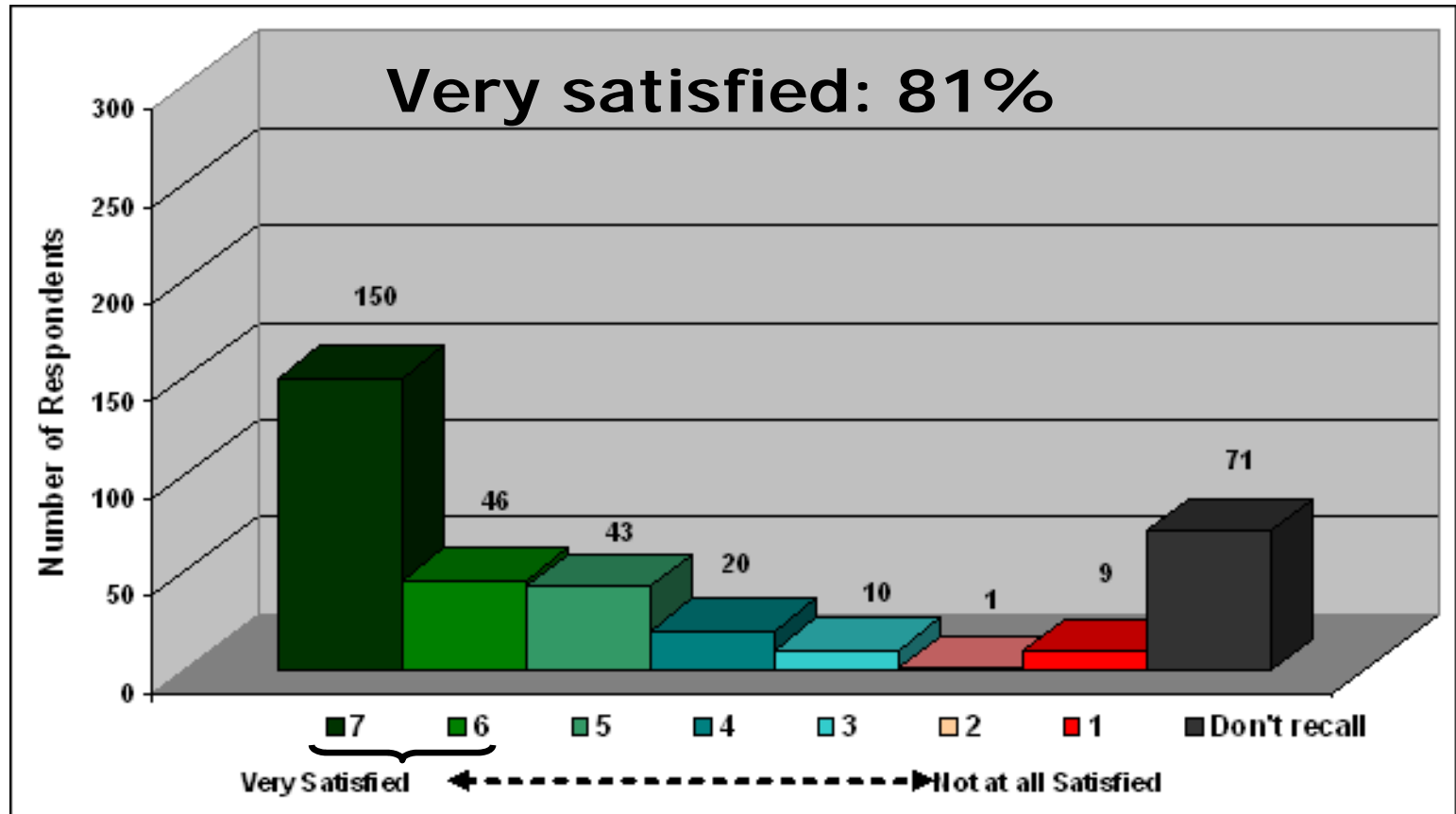
- **Where collections can improve:
Information to residents about...**
 - Length of time trash containers may be left at the curb
 - Trash must be containerized
 - Weight limit for trash containers
 - Acceptable trash items



3.3 Bulk Trash Collection Services

Subdistrict A

Level of Satisfaction: Bulk Collection Service



Awareness of Service:

Bulk Collection



- Aware that County provides bulk collection service: 69% of residents.
- Of those who knew:
 - 61% have actually used the service
 - 64% knew there is no additional cost
 - 67% knew this is an on-call service

Where Collections Can Improve **Bulk** Collection Service



Educate Residents about ...

- This is an on-call service
- There is no additional cost
- Five collections allowed per year
- Acceptable materials



4. How are we going to improve?

Recycling and Refuse Collection Services



How are we going to improve?

- **Design and launch an intensive educational campaign of all programs**
 - Materials accepted
 - Expanded plastics recycling program
 - Trash and bulk trash requirements
 - How to request a special service
- **Encourage grasscycling and composting**



How are we going to improve?

- **Maintain or improve customer satisfaction in Subdistrict A:**
 - Present survey results to field staff and collectors
 - Cleanliness of the area after collection
 - Post collection container placement
 - Tagging
 - "Courtesy" of collectors

